(ii) 47 million shares held by Government in Mahanagar Telephone Nigam Ltd. (MTNL).

(iii) 6 million shares held by Government in Container Corporation of India Ltd. (CORCOR).

(iv) Renewal of the mandate given for 1996-97 to disinvest upto 20 million shares held by Government of India in Indian Oil Corporation (IOC).

Deterioration in Customer Service of Public Sector Banks

676. SHRI S.S. AHLUWALIA: Will the Minister of FINANCE be pleased to state:

(a) whether Government are aware that the personnel manning the counters in most of the public sector banks in the country behave rudely with the customers who visit such counters for banking transaction;

(b) whether it is a fact that due to the arrogance of bank employees, customer service in most of the banks is deteriorating day by day; and

(c) if so, what remedial measures Government propose to take in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) It is incorrect to state that the personnel manning the counter in most of the Public Sector Banks in country behave rudely with the customers. Some complaints of such rude behaviour are received from time to time.

(b) and (c) There is an increasing awareness of the role of employees in rendering better Customer Service. This necessitates training of employees to develop the right kind of attitude towards customers needs and expectations. measures have been taken by Government, Reserve Bank of India (RBI) and the banks to improve customer service on an ongoing basis. Banks have undertaken customer-oriented training of front-office personnel and have been gearing up internal disciplinary procedure for enforcing discipline at all levels.

Unutilised Bank Deposits

677. SHRI RAJ NATH SINGH:
SHRIMATI MALTI SHARMA:
PROF. RAM KAPSE:

Will the Minister of FINANCE be pleased to state:

(a) whether Government are aware that huge amounts of bank deposits remain unutilised;

(b) if so, the details thereof;

(c) the reasons for keeping the bank deposits unutilised;

(d) the loss sustained due to deeping the deposit amounts idle; and

(e) action taken by Government against such banks which maintain lower CD ratio due to the failure of the banks to utilise the funds?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) to (e) The information is being collected and will be laid on the Table of the House.

CBI Investigation into Placement of Shares of Reliance Industries Ltd.

678. SHRI JALALUDIN ANSARI:
SHRI GURUDAS DASGUPTA:

Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that the investigations initiated by the CBI into the dubious placement of shares with the UTI by Reliance Industries Limited involving over Rs. 900 crores of public funds were completed in April, 1995 and was reported to this Ministry; and

(b) if so, the details and findings of the investigations and action taken, if any, thereon?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) and (b) The matter is under examination of CBI. Action to be taken, if any, would be decided on completion of the examination.

Currency Notes of Higher Denomination

679. SHRI SUSHILKUMAR SAMBHAJIRAO SHINDE:
SHRI RAJUBHAI A. PARMAR:
SHRIMATI VEENA VERMA:

Will the Minister of FINANCE be pleased to state:

(a) whether Government have decided to issue currency notes of higher denominations such as those of Rs. 1,000, 2,000 and 5,000; and

(b) if so, the details of the decision and what action has since been taken in this regard, indicating the reasons warranting such a decision?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) and (b) Considering the present demand supply gap of fresh currency notes and real value of the notes, it has been decided to introduce notes of Rs. 1000 denomination. This will facilitate meeting the demand of high value cash transactions. However, for this purpose, the High Denomination Bank Notes (Demonetisation) Act 1978 would require amendment for which action has already been initiated. The note printing presses will be able to take up the printing of Rs. 1000 note after about 12 months from the date of enactment of the amendment.

Package Envisaging Administrative Autonomy to Public Sector Banks

680. SHRI RAMDAS AGARWAL: Will the Minister of FINANCE be pleased to state:

(a) whether the Central Government have announced a comprehensive package to provide administrative autonomy to public sector banks which are at present under its control;

(b) whether the extent of autonomy would depend on fulfilling certain criteria by banks including performance parameters of banks;

(c) if so, the details of criteria laid down by Government; and

(d) What remedial measures Government propose to take for credit offtake and investment risks in the deregulated regime of interests and exchange rates?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI SATPAL MAHARAJ): (a) to (c) To enable the banks to cope up with the challenges posed by liberalisation and deregularisation of financial sector in the new environment, the Boards of the Public Sector Banks have been given greater administrative autonomy. Banks which fulfil the criteria of capital adequacy of more than 8% net profits during the last three years, net NPA below 9% and minimum owned funds of rupees one hundred crores, would be allowed to recruit Specialist officers and also undertake campus recruitment for partly meeting their requirement of probationary officers. The Boards of public sector banks will now be able to lay down policy in a large number of administrative and personnel matters including induction of specialists and will also have authority to create posts below the level of General Manager and formulate their own policies with regard to rural postings of officers and deputation lateral movement of their officers of other banks.

(d) RBI has reported that a number of measures have been taken to ensure adequate availability of bank credit and to ensure that bank reduce lending rates in order to increase the credit offtake. These inter-alia include phased reduction in the Cash Reserve Ratio from 15% in April, 1995 to 8% by March, 1998, reduction in lending rates by major